

SW-20445A-09-0077  
W-02451A-09-0078  
W-01732A-09-0079

W-20446A-09-0080  
W-02450A-09-0081  
W-01212A-09-0082

ORIGINAL

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM



0000103736

Investigator: Carmen Madrid

Phone: ( )

Fax: ( )

Priority: Respond Within Five Days

Opinion      No. 2009      82252

Date: 10/7/2009

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By:      First: Dave & Donna      Last: Wilhelmsen

Account Name: Dave & Donna Wilhelmsen

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ      Zip: 85100

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

From: Dave Wilhelmsen [mailto: ]  
Sent: Tuesday, October 06, 2009 2:09 PM  
To: Utilities Div - Mailbox  
Subject: ACC - Global Water Rate Increase

To: Arizona Corporation Commission  
Utilities Division  
1200 W. Washington Street  
Phoenix, Az. 85007-2996

From: Maricopa, Arizona residents

Re: Global Water Rate Increase  
Docket Numbers: SW-20445A-09-0077  
W-02451A-09-0078  
W-01732A-09-0079  
W-20446A-09-0080  
W-02450A-09-0081  
W-01212A-09-0082

Arizona Corporation Commission

DOCKET CONTROL

2009 OCT -8

RECEIVED

2009 OCT -8 A 11:23

RECEIVED

2009 OCT -8 A 11:23

RECEIVED

I oppose the proposed rate increase that Global Water has submitted to the commission.

As a resident of Maricopa I feel the increase is beyond reason and would appreciate the commission reviewing the proposed increase with prudence.

Thank you,

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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Dave & Donna Wilhelmsen  
[REDACTED]

Maricopa Az. 85138  
\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

October 7, 2009 - (e-mailed the following letter to consumer)

Dave & Donna Wilhelmsen  
[REDACTED]  
Maricopa Az. 85138

RE: GLOBAL WATER - PALO VERDE UTILITIES COMPANY  
DOCKET NO. SW-20445A-09-0077

RE: VALENCIA WATER COMPANY - GREATER BUCKEYE DIVISION  
DOCKET NO. W-02451A-09-0078

RE: WILLOW VALLEY WATER COMPANY  
DOCKET NO. W-01732A-09-0079

RE: GLOBAL WATER - SANTA CRUZ WATER COMPANY  
DOCKET NO. W-20446A-09-0080

RE: WATER UTILITY OF GREATER TONOPAH  
DOCKET NO. W-02450A-09-0081

RE: VALENCIA WATER COMPANY - TOWN DIVISION  
DOCKET NO. W-01212A-09-0082

¶Your opinion regarding the Global Water - Palo Verde Utilities Company ("Palo Verde") and Global Water - Santa Cruz Water Company ("Santa Cruz") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Palo Verde and Santa Cruz application.

¶The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

¶Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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00000 Sincerely,

00000 Carmen Madrid  
00000 Public Utility Consumer Analyst  
00000 Utilities Division

Filed in docket numbers .  
DOCKET NO. SW-20445A-09-0077  
DOCKET NO. W-02451A-09-0078  
DOCKET NO. W-01732A-09-0079  
DOCKET NO. W-20446A-09-0080  
DOCKET NO. W-02450A-09-0081  
DOCKET NO. W-01212A-09-0082  
\*End of Comments\*

**Date Completed:** 10/7/2009

**Opinion No. 2009 - 82252**

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SW - 20445A-09-0077  
W - 02451A-09-0078  
W - 01732A-09-0079

W - 20446A-09-0080  
W - 02450A-09-0081  
W - 01212A-09-0082

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Carmen Madrid

**Phone:** ( )

**Fax:** ( )

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2009      82253

**Date:** 10/7/2009

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**Complaint By:**      **First:** Kevin      **Last:** Wilhelmsen

**Account Name:** Kevin Wilhelmsen

**Home:** (000) 000-0000

**Street:** ( )

**Work:** (000) 000-0000

**City:** Maricopa

**CBR:** ( )

**State:** AZ      **Zip:** ( )

**is:** E-Mail

**Utility Company:** Global Water-Santa Cruz Water Company

**Division:** Water

**Contact Name:** ( )

**Contact Phone:** ( )

**Nature of Complaint:**

From: Kevin Wilhelmsen [mailto:( )]  
Sent: Tuesday, October 06, 2009 2:12 PM  
To: Utilities Div - Mailbox  
Subject: Global Water rate increase

To: Arizona Corporation Commission  
Utilities Division  
1200 W.Washington Street  
Phoenix , Az. 85007-2996

From: Maricopa, Arizona residents  
Re: Global Water Rate Increase

Docket Numbers: SW-20445A-09-0077  
W-02451A-09-0078  
W-01732A-09-0079  
W-20446A-09-0080  
W-02450A-09-0081  
W-01212A-09-0082

I oppose the proposed rate increase that Global Water has submitted to the commission.  
As a resident of Maricopa I feel the increase is beyond reason and would appreciate the commission reviewing the proposed increase with prudence.

Thank you,

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

Kevin Wilhelmsen  
[REDACTED]

Maricopa AZ, [REDACTED]  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

October 7, 2009 - (e-mailed the following letter to consumer)

Kevin Wilhelmsen  
[REDACTED]

Maricopa AZ, [REDACTED]

RE: GLOBAL WATER - PALO VERDE UTILITIES COMPANY  
DOCKET NO. SW-20445A-09-0077

RE: VALENCIA WATER COMPANY - GREATER BUCKEYE DIVISION  
DOCKET NO. W-02451A-09-0078

RE: WILLOW VALLEY WATER COMPANY  
DOCKET NO. W-01732A-09-0079

RE: GLOBAL WATER - SANTA CRUZ WATER COMPANY  
DOCKET NO. W-20446A-09-0080

RE: WATER UTILITY OF GREATER TONOPAH  
DOCKET NO. W-02450A-09-0081

RE: VALENCIA WATER COMPANY - TOWN DIVISION  
DOCKET NO. W-01212A-09-0082

Your opinion regarding the Global Water - Palo Verde Utilities Company ("Palo Verde") and Global Water - Santa Cruz Water Company ("Santa Cruz") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Palo Verde and Santa Cruz application.

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Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Carmen Madrid  
Public Utility Consumer Analyst  
Utilities Division

Filed in docket numbers .  
DOCKET NO. SW-20445A-09-0077  
DOCKET NO. W-02451A-09-0078  
DOCKET NO. W-01732A-09-0079  
DOCKET NO. W-20446A-09-0080  
DOCKET NO. W-02450A-09-0081  
DOCKET NO. W-01212A-09-0082  
\*End of Comments\*

**Date Completed:** 10/7/2009

**Opinion No.** 2009 - 82253

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SW-20445A-09-0077  
W-02451A-09-0078  
W-01732A-09-0079

W-20446A-09-0080  
W-02450A-09-0081  
W-01212A-09-0082

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Carmen Madrid

**Phone:** ( ) 8

**Fax:** ( )

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2009      82254

**Date:** 10/7/2009

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**Complaint By:**      **First:** Daniel E.      **Last:** Woelfel

**Account Name:** Daniel E. Woelfel      **Home:** (000) 000-0000

**Street:** n/a      **Work:** (000) 000-0000

**City:** Maricopa      **CBR:**

**State:** AZ      **Zip:** 85138      **is:** E-Mail

**Utility Company:** Global Water-Santa Cruz Water Company

**Division:** Water

**Contact Name:**      **Contact Phone:**

**Nature of Complaint:**

From: DanGailWoelfel [mailto: ]  
Sent: Tuesday, October 06, 2009 4:40 PM  
To: Utilities Div - Mailbox; Hearings Division  
Cc: Pierce-Web; Newman-Web; Mayes-WebEmail; Kennedy-Web; Stump-Web  
Subject: Global H2O Rate Increase Concern in City of Maricopa AZ

Re Docket Numbers:  
SW-20445A-09-0077  
W-02451A-09-0078  
W-01732A-09-0079  
W-20446A-09-0080  
W-02450A-09-0081  
W-01212A-09-0082

H2O, both base & effluent, along with sewer rate hike requests made by Global Water to the ACC, ranging 40% to 500%, must be researched and justified before the State of AZ grants automatic approval or eventual, downward, adjusted rates of agreement. As a privately held firm, Global Water & Subsidiaries have only campaigned and marketed and paid (in filings) for these substantial increases, but they have not proven just operating cause.

Email from: Daniel E. Woelfel  
Resident Home Owner since 2004  
In Rancho El Dorado - Brookridge  
Maricopa, Arizona 85138  
\*End of Complaint\*

**Utilities' Response:**

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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### Investigator's Comments and Disposition:

October 7, 2009 - (e-mailed the following response to consumer)

Daniel E. Woelfel  
Resident Home Owner since 2004  
In Rancho El Dorado - Brookridge  
Maricopa, Arizona 85138

RE: GLOBAL WATER - PALO VERDE UTILITIES COMPANY  
DOCKET NO. SW-20445A-09-0077

RE: VALENCIA WATER COMPANY - GREATER BUCKEYE DIVISION  
DOCKET NO. W-02451A-09-0078

RE: WILLOW VALLEY WATER COMPANY  
DOCKET NO. W-01732A-09-0079

RE: GLOBAL WATER - SANTA CRUZ WATER COMPANY  
DOCKET NO. W-20446A-09-0080

RE: WATER UTILITY OF GREATER TONOPAH  
DOCKET NO. W-02450A-09-0081

RE: VALENCIA WATER COMPANY - TOWN DIVISION  
DOCKET NO. W-01212A-09-0082

Your opinion regarding the Global Water - Palo Verde Utilities Company ("Palo Verde") and Global Water - Santa Cruz Water Company ("Santa Cruz") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Palo Verde and Santa Cruz application.

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Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid  
Public Utility Consumer Analyst  
Utilities Division



# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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Filed in docket numbers .

DOCKET NO. SW-20445A-09-0077

DOCKET NO. W-02451A-09-0078

DOCKET NO. W-01732A-09-0079

DOCKET NO. W-20446A-09-0080

DOCKET NO. W-02450A-09-0081

DOCKET NO. W-01212A-09-0082

\*End of Comments\*

Date Completed: 10/7/2009

Opinion No. 2009 - 82254

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SW. 20445A-09-0071  
W. 20446A-09-0080

W. 02451A-09-0078  
W. 02450A-09-0081

W. 01732A-09-0079  
W. 01212A-09-0082

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Trish Meeter

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2009      82226

**Date:** 10/6/2009

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**Complaint By:**      **First:** Greta      **Last:** Cofield

**Account Name:** Greta Cofield

**Home:** (000) 000-0000

**Street:** [REDACTED]

**Work:**

**City:** Maricopa

**CBR:** [REDACTED]

**State:** AZ      **Zip:** 85138

**is:** E-Mail

**Utility Company:** Global Water-Santa Cruz Water Company

**Division:** Water

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

----- Forwarded Message -----

From: Greta Cofield [REDACTED]

To: mailmaster@azcc.gov

Sent: Wednesday, September 30, 2009 6:13:50 PM

Subject: Global Water proposed rate increase.

Arizona Corporation Commission:

I am adamantly opposed to the rate increase proposed by Global Water for the City of Maricopa. It is unconscionable to think that they would proposed such a high rate increase during these economic times when it is hard just to pay current water bill.

Please do all that you can to stop this and help us defeat this exorbitant increase.

Docket numbers:

SW\_20445A-09-0077

W-02451A-09-0078

W-01732A-09

W-20446A-09-0080

W-02450A-09-0081

W-01212A-09

Thank you,

Greta H. Cofield

[REDACTED]  
Maricopa AZ 85138

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

10/6

docketed

\*End of Comments\*

**Date Completed:**

**Opinion No. 2009 - 82226**

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SW. 20445A.09.0077  
W. 20446A.09.0080

W. 02451A.09.0078  
W. 02450A.09.0081

W. 01732A.09.0079  
W. 01212A.09.0082

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2009      82227

Date: 10/6/2009

Complaint Description:      08A   Rate Case Items - Opposed  
   N/A   Not Applicable

Complaint By:      First:      Last:  
                                 Richard      Fradette

Account Name:      Richard Fradette

Home: [REDACTED]

Street:      [REDACTED]

Work:

City:      Maricopa

CBR:

State:      AZ      Zip: 85238

is:

Utility Company:      Global Water-Santa Cruz Water Company

Division:      Water

Contact Name:      [REDACTED]

Contact Phone:      [REDACTED]

#### Nature of Complaint:

From: Debra Fradette [REDACTED]  
Sent: Friday, October 02, 2009 7:33 AM  
To: Utilities Div - Mailbox  
Subject: GLOBAL WATER

Good morning:

This e-mail is in protest to the Global Water Rate request. My husband and I are only blessed to spend about a month or two in our Arizona home each year. Our current water bill is roughly \$70+ per month, and that's with AN EMPTY HOUSE! We've protested to Global Water NUMEROUS times, and have just been given the "run around", and offered NO explanation. Our house in Indiana is twice the size - lived in 99% of the time, and the highest water bill we've ever had if \$50 (and that's with three people in the house). Now....I realize that Arizona and Indiana are quite a contrast from a water perspective. This is a tough economic time, and we (as well as several of our neighbors) are already caught up in the mortgage fiasco. To add a water rate increase, especially of such dramatic proportions would be detrimental, especially to those on a fixed income. A 115% rate increase to our water bill, is outrageous. I know of no company/utility that should be allowed to operate, while requiring these unreasonable requests from their customers.

I respectfully request that the petition from Global Water be denied.

Richard and Debra Fradette

Maricopa, AZ

\*End of Complaint\*

Utilities' Response:

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

**Investigator's Comments and Disposition:**

docketed

\*End of Comments\*

**Date Completed:** 10/6/2009

**Opinion No.** 2009 - 82227

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SW-20445A-09-0077  
W-20446A-09-0080

W-02451A-09-0078  
W-02450A-09-0081

W-01372A-09-0079  
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2009      82229

Date: 10/6/2009

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By:      First:      Last:  
Kenny      Shrake

Account Name:      Kenny Shrake

Home: [REDACTED]

Street:      [REDACTED]

Work:      [REDACTED]

City:      Maricopa

CBR: [REDACTED]

State:      AZ      Zip: 85238

is: E-Mail

Utility Company:      Global Water-Santa Cruz Water Company

Division:      Water

Contact Name:      [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

10/5

Rec'd thru Chairman Mayes' Office

From: Kenny S [REDACTED]

Sent: Friday, October 02, 2009 10:01 AM

To: Newman-Web; Pierce-Web; Mayes-WebEmail; Kennedy-Web; Stump-Web

Subject: Vote "No" to Proposed Water Rate Increases.

RE: SW-20445A-09-0077

W-20446A-09-0080

W-02451A-09-0078

W-02450A-09-0081

W-01372A-09-0079

W-01212A-09-0082

Dear Commissioners-

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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I own two homes in Maricopa AZ and received a letter today informing me of a proposed immediate 40% increase in water rates and a 119% water rate increase over the next three years. I am adamantly opposed to any increase in the current water rates. The current rates are already too high. I believe the water company is holding the consumers hostage because they are the only source of water and that this increase is all profit meant to line the corporate coffers. The economy is still in trouble, people are still losing their jobs and feeling lucky to have one while being denied a raise. I would love to have a pay raise of 40 or 119% but it's not going to happen.

I urge you to vote against the water rate increase.

Kenneth R. Shrake  
[REDACTED]

Owner of : [REDACTED] & [REDACTED]  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

10/6  
email to customer.

October 6, 2009

RE: GLOBAL WATER

Dear Mr. Shrake:

Your email regarding the Global Water Co. ("Global") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Global application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Sincerely,

Trish Meeter  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division  
\*End of Comments\*

Date Completed: 10/6/2009

Opinion No. 2009 - 82229

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